APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/774,944	01/30/2001	Justin Broughton	004919.P001	5527

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EXAMINER
CARDONE, JASON D

ART UNIT	PAPER NUMBER
2145	

DATE MAILED: 10/18/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO 90C (Rev 10/03)

	Application No.	Applicant(s)
Office Action Summary	09/774,944	BROUGHTON ET AL.
	Examiner	**Art Unit**	
	Jason D Cardone	2145	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.
- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *17 September 2004*.

2a)☐ This action is **FINAL**.   2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-60* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-60* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All   b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date *6,12,13,15,17-21*.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

Claim Rejections - 35 USC § 102

1.   The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

> A person shall be entitled to a patent unless –
>
> (e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2.   Claims 1-60 are rejected under 35 U.S.C. 102(e) as being anticipated by

Neumann et al. ("Neumann"), USPN 6,744,761.

3.   Regarding claim 1, Neumann discloses a digital multimedia contact center

comprising: a workflow engine operable for executing a workflow for a contact that

specifies processing of the contact; a set of media routers coupled to the workflow

engine, each media router operable for sending a contact associated with a particular

media type to the workflow engine and operable for routing the contact to an agent if an

agent is allocated to the contact [Neumann, col. 2, line 51 – col. 3, line 20, col. 9, lines

7-45 and col. 12, line 39 – col. 13, line 6];

a dynamic automatic contact distributor coupled to the workflow engine and operable

for allocating an agent to the contact when requested by the workflow and for returning

an identifier for the allocated agent to the workflow engine [Neumann, col. 7, lines 5-38,

col. 9, lines 7-45 and col. 12, line 39 – col. 13, line 6];

an agent desktop coupled to the workflow engine and operable for receiving a

contact routed by a media router and presenting the contact to the allocated agent for

processing [Neumann, col. 7, lines 26-56, col. 8, lines 47-64 and col. 9, line 24 – col. 10,

line 3]; and a database coupled to the workflow engine for recording the processing of

the contact by the allocated agent [Neumann, col. 9, line 24 – col. 10, line 3 and col. 10,

line 64 – col. 11, line 29].

4.   Regarding claim 2, Neumann further discloses the particular media types are

selected from the group consisting of analog voice, digital voice, video, email, fax, and

Web [Neumann, col. 2, lines 5-64].

5.   Regarding claim 3, Neumann further discloses the workflow engine is further

operable for executing a workflow for an agent that controls the contacts allocated to the

agent [Neumann, col. 7, lines 26-56 and col. 10, line 64 – col. 11, line 29].

6.   Regarding claim 4, Neumann further discloses the workflow engine comprises: a

set of contact workflow subsystems, each contact workflow subsystem operable for

starting a workflow for a contact associated with a particular media type and coupled to

the media router associated with the particular media type; an agent workflow

subsystem coupled to the agent desktop and operable for starting a workflow for an

agent logged into the agent desktop; and workflow logic for executing the workflows and

coupled to the workflow subsystems through a message passing layer [Neumann, col. 7, lines 5-38, col. 9, lines 7-45 and col. 12, line 39 – col. 13, line 6].

7.   Regarding claims 5 and 6, Neumann further discloses the workflow engine is further operable for creating a directed graph that represents a workflow, wherein the workflow engine creates the directed graph from a template file defining prototype nodes representing steps and a configuration file for the workflow that defines a structure for the graph [Neumann, col. 1, line38 – col. 2, line 24 and col. 3, lines 3-20].

8.   Regarding claim 7, Neumann further discloses each of the media routers is coupled to an external system, each external system operable for receiving, from a communications channel, contacts having the particular media associated with the coupled media router, each external system being associated with a particular media type and further operable for routing a contact to the agent desktop when instructed by the coupled media router [Neumann, col. 2, line 51 – col. 3, line 20, col. 9, lines 7-45 and col. 12, line 39 – col. 13, line 6].

9.   Regarding claim 8, Neumann further discloses one of the media routers is an email escalator coupled to an email server, the email escalator operable for escalating a email contact from a deferred service tier to an immediate service tier based on pre-determined email escalation criteria [Neumann, col. 2, line 51 – col. 3, line 20, col. 9, lines 7-45].

10.   Regarding claim 9, Neumann further discloses one of the media routers is a

collaboration router coupled to a web server, the collaboration router operable for

escalating a web contact from a self-service service tier to an immediate service tier in

response to user input [Neumann, col. 2, line 51 – col. 3, line 20, col. 9, lines 7-45].

11.   Regarding claim 10, Neumann further discloses one of the media routers is a

voice router coupled to a voice server, the voice router operable for de-escalating a

voice contact from an immediate service tier to a self-service service in response to

contact information and further operable for escalating a voice contact from the self-

service tier to the immediate service tier in response to user input [Neumann, col. 2, line

51 – col. 3, line 20, col. 9, lines 7-45 and col. 12, line 39 – col. 13, line 6].

12.   Regarding claims 11 and 12, Neumann further discloses a database unification

layer coupled between the database and the workflow engine and further coupled to the

external systems to integrate information maintained by the external systems and the

database, wherein the workflow engine further comprises a database subsystem to

interpret database accesses made by a workflow into accesses for the database

unification layer [Neumann, col. 9, line 24 – col. 10, line 3 and col. 10, line 64 – col. 11,

line 29].

13.   Regarding claims 13 and 14, Neumann further discloses the dynamic automatic

contact distributor maintains an unordered list of waiting contacts and an unordered list

of available agents to allocate a contact to an agent, wherein the dynamic automatic

contact distributor allocates a new contact to an agent by evaluating the unordered list

of available agents using a first expression of weighted attributes [Neumann, col. 7,

lines 26-56, col. 9, lines 7-45 and col. 12, line 39 – col. 13, line 6].

14.   Regarding claim 15, Neumann further discloses the dynamic automatic contact

distributor places the new contact in the unordered list of waiting contacts if no agent in

the unordered list of available agents satisfies the first expression [Neumann, col. 7,

lines 26-56 and col. 12, line 39 – col. 13, line 6].

15.   Regarding claims 16 and 17, Neumann further discloses the dynamic automatic

contact distributor allocates a newly available agent to a contact by evaluating the

unordered list of waiting contacts using a second expression of weighted attributes,

wherein the dynamic automatic contact distributor places the newly available agent in

the unordered list of available agents if no contact in the unordered list of waiting

contacts satisfies the second expression [Neumann, col. 7, lines 26-56, col. 9, lines 7-

45 and col. 12, line 39 – col. 13, line 6].

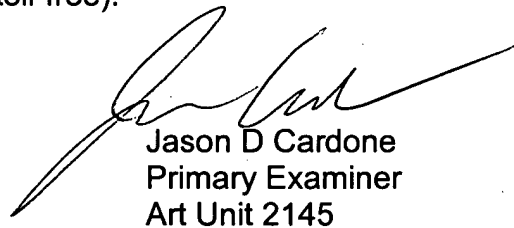16.   Regarding claims 18-60, claims 18-60 have similar limitations as claims 1-17.

Therefore, the similar limitations are disclosed under Neumann for the same reasons

set forth in the rejection of claims 1-17 [Supra 1-17].

Conclusion

17.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Jason D Cardone whose telephone number is (703)

305-8484. The examiner can normally be reached on Mon.-Thu. (9AM-6PM).

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Jack Harvey can be reached on (703) 305-9705. The fax phone number for

the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

Jason D Cardone
Primary Examiner
Art Unit 2145

October 14, 2004